

Phylogenomics and species delimitation for effective conservation of manta and devil rays

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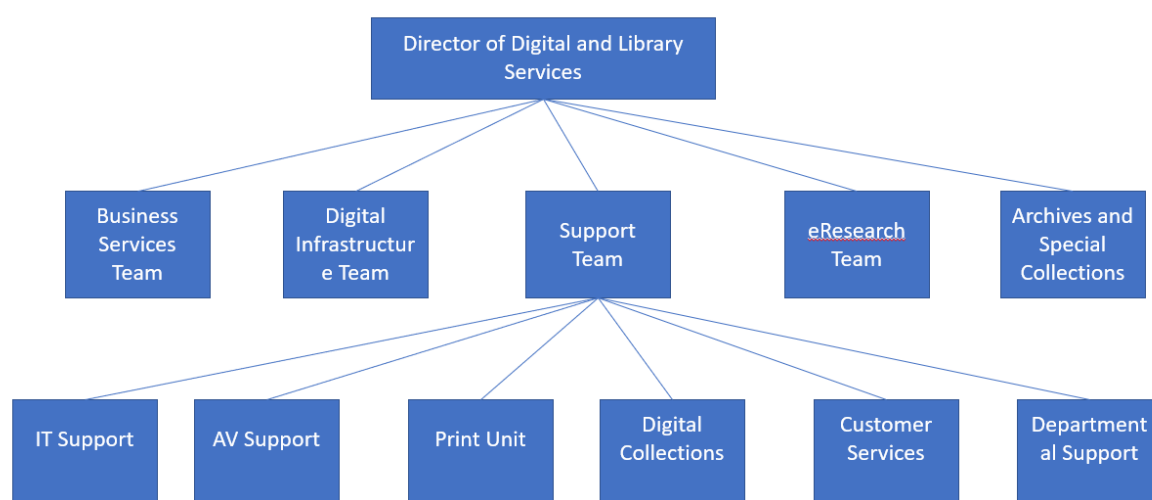
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I have a series of observations relating to the business case for change professional services and the proposed University wide change.

1. The professional services business case has a comment *"This will be refined further following consultation with staff and a final structure for each of the Professional Services directorates will be developed and issued in 2-3 weeks. This will allow time to consult more fully with affected staff and hear their views about the optimal structure and to identify where savings can be identified."* Based on the timescale of this consultation, this would mean that staff would have around a week to consult, when the more advanced structure document is shared, is that really allowing a full and proper consultation with staff?
2. I have concerns that the proposed merger – which I am not against, of IT and Library, will lead to the library having no voice at a senior level within the department. The outlined structure in appendix 1 of the business cases, groups areas together, and supplants most library activities into a support unit, the way this could be interpreted as:



This would diminish both the library service, and lead to no representation on any Digital and Library Services management team. The structure put forward at the last consultation on merging library and IT had more clarity!

3. The business case for professional services, notes the physical library, but I am not clear looking at the potential structure, where the life cycle of the physical stock the library has fits in? I am guessing it would fit in Digital Collections?
4. The library also has a key digital presence which isn't identified in the business case, library user activity relates to access to digital resources.
5. The University wide strategy refers to being out of Normal site by December 2020. There would be logistical challenges in closing down the Normal site library to that time frame due to social distancing.
6. The proposed move of the library academic support team, has me wondering how we will manage the physical and electronic collections within the library. Currently the Collections and Digital Developments team consult with the library Academic Support who then consult with the schools, I'm guessing moving forward that the collections and digital developments team would be consulting directly with the schools and not engaging with Academic support.
7. While many people think that the life blood of the library is its books, and to an extent it is, the real life blood is the metadata that goes into recording those books, that metadata is

used at both national and international standards to record details of both physical and electronic resources, that empower via the library search interface our users to go and find resources within the library. In the business case for change professional services, there is no obvious home for that work, I'm guessing that piece falls into the Digital collections team in the potential structure.

8. As someone who has worked in both IT Services and the Library, I can see the benefits of merging the department, but, can I ask, if to enhance the experience our students get, outside of the normal 9-5 Monday to Friday, if the people on the library desk (customer services) will be getting trained up so they can support our users with some of the common basic troubleshooting that IT Services have to deal with? I know they've asked for some basic training in the past and been turned down, it feels to me that if we are merging, then it's something that needs looking at.
9. I'm interpreting the placement of the Library Systems role within the Business service box as a view to move that role away from the current collections and digital developments team? In my opinion this will diminish both that role but will also lead to less excellence in our service and could impact on service delivery. Embedding that role within the Collection and Digital Developments team will allow greater development, support and resilience within the service, everyone within the team plays a role in supporting and maintaining the library systems, through the way we support each other. Recently, we've streamlined the workflow we use for reviewing materials that academics want to purchase on reading lists, so that the process takes a morning rather than a whole week, this was driven a) by a desire to save time, but also b) colleagues talking about challenges and coming up with innovative solutions (we got 2nd place in the Talis awards this year for this piece, and would have got first place if we were not in a Covid pandemic, as the 1st place prize went to technical work relating to the pandemic), if as a team we are to continue to develop, and enhance the experience of our users we need this close working relationship.
10. As a team, the collections and digital developments team is highly collaborative and innovative. We all own the end piece which is ensuring that users can find/access the resources we buy. We collaborate across the University as needed, but also across Wales and beyond. Splitting the team across different units will impact the efficiencies we as a team have.
11. Potential longer term saving – The library has a research reserve for materials that our users don't need, but that may be needed. Before lockdown we started looking at going through the research reserve to identify what we had in there. Potentially, if we looked at clearing stock we don't need from there, and expanding the rolling shelves in the Stack in the library and potentially the collection and digital developments office we could look at leaving the store in Llandegai. One lesson we have learnt from Covid-19 is that a lot of our activities the collections and digital developments team have, can be done remotely, meaning we need less office space for managing newly purchased print materials.